In the Claims:

1.   (Original) A method of resolving problems in an application program that runs on an Information Technology (IT) infrastructure that includes a plurality of IT components, comprising:

generating a symptom that identifies a problem in the application program;

identifying selected IT components in the IT infrastructure that may cause the problem in the application program, based on the symptom;

obtaining a respective situation for a respective selected IT component, the respective situation being one of a set of component-independent predefined situation categories that is associated with the respective selected IT component, so as to provide status of the selected IT components in a common situation format that includes the associated one of the component-independent predefined situation categories; and

analyzing the respective situations that are obtained to identify at least one problem in the selected IT components that may cause the problem in the application program.

2.   (Original) A method according to Claim 1 wherein the analyzing is followed by automatically identifying corrective action in the IT infrastructure based on the at least one problem in the selected IT components.

3.   (Original) A method according to Claim 1 wherein the generating comprises generating a symptom that identifies a problem in the application program based on an error log for the application program.

4.   (Currently Amended) A method according to Claim 1 wherein the analyzing comprises:

~~determining correlations between~~ time correlating and/or transaction correlating the respective situations that are obtained; and

identifying the at least one problem in the selected IT components based on sufficiently time correlated and/or transaction correlated ones of the respective situations.

5.   (Canceled)

6.   (Currently Amended) A method according to Claim 4 wherein the identifying the at least one problem comprises evaluating the sufficiently <u>time correlated and/or transaction</u> correlated ones of the respective situations so as to select one of the predefined situation categories based on the sufficiently <u>time correlated and/or transaction</u> correlated ones of the respective situations.

7.   (Currently Amended) A method according to Claim 6 wherein the identifying the at least one problem is followed by generating a common situation format representation of the status of the application program based on the one of the predefined situation categories that was selected based on the sufficiently <u>time correlated and/or transaction</u> correlated ones of the respective situations.

8.   (Original) A method according to Claim 2 wherein the automatically identifying comprises generating a common situation format representation of the corrective action that is identified.

9.   (Original) A method according to Claim 1 wherein the selected IT components comprise IT components that are used when running the application program on the IT infrastructure.

10.   (Original) A method of resolving problems in an application program that runs on an Information Technology (IT) infrastructure that includes a plurality of IT components, comprising:

obtaining respective ones of a set of component-independent predefined status categories that are associated with respective selected ones of the IT components, so as to provide status of the respective selected ones of the IT components in a common, component-independent format; and

analyzing the respective status categories that are obtained to identify at least one problem in the selected ones of the IT components that may cause the problem in the application program.

11. (Original) A method according to Claim 10 wherein the analyzing is followed by automatically identifying corrective action in the IT infrastructure based on the at least one problem in the selected ones of the IT components.

12. (Currently Amended) A method according to Claim [[1]] 10 wherein the analyzing comprises:

~~determining correlations between~~ time correlating and/or transaction correlating the respective status categories that are obtained; and

identifying the at least one problem in the selected ones of the IT components based on sufficiently time correlated and/or transaction correlated ones of the respective status categories.

13. (Original) A method according to Claim 10 wherein the selected ones of the IT components comprise IT components that are used when running the application program on the IT infrastructure.

14. (Original) A system for resolving problems in an application program that runs on an Information Technology (IT) infrastructure that includes a plurality of IT components, the system comprising:

a problem resolver that is configured to identify selected IT components in the IT infrastructure that may cause an identified problem in the application program, to obtain a respective situation for a respective selected IT component, the respective situation being one of a set of component-independent predefined situation categories that is associated with the respective selected IT component, so as to provide status of the selected IT components in a common situation format that includes the associated one of the component-independent predefined situation categories, and to analyze the respective situations that are obtained to identify at least one problem in the selected IT components that may cause the problem in the application program.

15. (Original) A system according to Claim 14 wherein the problem resolver is further configured to automatically identify corrective action in the IT infrastructure based on the at least one problem in the selected IT components.

16.   (Currently Amended) A system according to Claim 14 wherein the problem resolver is configured to analyze the respective situations that are obtained by ~~determining correlations between~~ time correlating and/or transaction correlating the respective situations that are obtained and identifying the at least one problem in the selected IT components based on sufficiently time correlated and/or transaction correlated ones of the respective situations.

17.   (Currently Amended) A system according to Claim 16 wherein the problem resolver is configured to identify the at least one problem by evaluating the sufficiently time correlated and/or transaction correlated ones of the respective situations so as to select one of the predefined situation categories based on the sufficiently time correlated and/or transaction correlated ones of the respective situations.

18.   (Currently Amended) A system according to Claim 17 wherein the problem resolver is further configured to generate a common situation format representation of the status of the application program based on the one of the predefined situation categories that was selected based on the sufficiently time correlated and/or transaction correlated ones of the respective situations.

19.   (Original) A computer program product for resolving problems in an application program that runs on an Information Technology (IT) infrastructure that includes a plurality of IT components, the computer program product comprising a computer usable storage medium having computer-readable program code embodied in the medium, the computer-readable program code comprising:

computer-readable program code that is configured to obtain respective ones of a set of component-independent predefined status categories that are associated with respective selected ones of the IT components, so as to provide status of the respective selected ones of the IT components in a common, component-independent format; and

computer-readable program code that is configured to analyze the respective status categories that are obtained to identify at least one problem in the selected ones of the IT components that may cause the problem in the application program.

20.   (Currently Amended) A computer program product according to Claim 19 wherein the computer-readable program code that is configured to analyze comprises:

computer-readable program code that is configured to ~~determine correlations between~~ time correlate and/or transaction correlate the respective status categories that are obtained; and

computer-readable program code that is configured to identify the at least one problem in the selected ones of the IT components based on sufficiently time correlated and/or transaction correlated ones of the respective status categories

21.   (New) A method according to Claim 4:

wherein the time correlating and/or transaction correlating comprises time correlating and transaction correlating the respective situations that are obtained; and

wherein the identifying comprises identifying the at least one problem in the selected IT components based on sufficiently time correlated and transaction correlated ones of the respective situations.

22.   (New) A method according to Claim 12:

wherein the time correlating and/or transaction correlating comprises time correlating and transaction correlating the respective status categories that are obtained; and

wherein the identifying comprises identifying the at least one problem in the selected ones of the IT components based on sufficiently time correlated and transaction correlated ones of the respective status categories.

23.   (New) A system according to Claim 16 wherein the problem resolver is configured to analyze the respective situations that are obtained by time correlating and transaction correlating the respective situations that are obtained and identifying the at least one problem in the selected IT components based on sufficiently time correlated and transaction correlated ones of the respective situations.

24.   (New) A computer program product according to Claim 20:

wherein the computer-readable program code that is configured to time correlate and/or transaction correlate comprises computer-readable program code that is configured to time correlate and transaction correlate the respective status categories that are obtained; and

wherein the computer-readable program code that is configured to identify comprises computer-readable program code that is configured to identify the at least one problem in the selected ones of the IT components based on sufficiently time correlated and transaction correlated ones of the respective status categories.